



## **CRISIS INTERVENTION SPECIALIST**

### **Purpose:**

To provide crisis intervention and advocacy services to individuals, adolescents, and families as requested by Tempe Police, Fire, and Social Services departments.

### **Supervision Received and Exercised:**

Receives direction from the Crisis Response Team Coordinator.

### **Examples of Duties:**

This class specification is intended to indicate the basic nature of positions allocated to the class and examples of typical duties that may be assigned. It does not imply that all positions within the class perform all of the duties listed, nor does it necessarily list all possible duties that may be assigned.

Duties may include, but are not limited to, the following:

- Provide mobile crisis intervention service for CARE 7. Respond to crisis calls from Police and Fire. Assess client needs and facilitate fulfilling these needs. Provide victim advocacy (court accompaniment, act as liaison for victim(s) with court/police personnel, locate resources for victims).
- Present information on CARE 7 program to police officers, firefighters, counselors, and service clubs. Send e-mail follow up information/thank you notes related to calls to Police and Fire personnel.
- Coordinate follow-up services with school counselors, administrators, and teachers as needed. Familiarity with various community resources and services.
- Maintain Mobile Crisis van (check fluids, tires, wash van regularly, clean inside of van daily.) Maintain supplies (diapers, snacks, water, stuffed animals, etc.) and resources (brochures, first aid, paperwork, infection control, etc.) in van.
- Periodically review, update, and order CARE 7 office with brochures, resources, etc. Track calls in various daily, weekly, and/or monthly reports. Responsible for minutes at scheduled CARE 7 administrative meetings.
- Monitor and guide volunteers and student interns with job performance and written material. Co-facilitate training of new volunteers and interns.

## CITY OF TEMPE

### Crisis Intervention Specialist (continued)

- Conduct event planning with regard to volunteer recognition. Responsible for ordering and maintaining supply of volunteer uniforms. Co-facilitate and plan monthly volunteer meetings.
- Perform operation, paperwork, and procedure of Satellite Orders of Protection program. Proficient in data entry with reports in Firehouse software program.
- Work with various victims services grants.
- Provide call follow-up as needed to clients in the community.
- Share holiday and weekend mobile unit duties.
- Report any concerns directly to supervisor.
- Perform other duties such as assisting in the evaluation of operations of the programs administered, recommending improvements, assisting in implementing changes and objectives, participating in other task forces as required, and attending professional training courses in accordance with licensure and certification requirements.
- Perform related duties as assigned.

### **Experience and Training Guidelines:**

Any combination of experience and training that would likely provide the required knowledge and abilities is qualifying. The hiring department may include job related experience, training, or license and certification preferences at the time of recruitment. A typical way to obtain the knowledge and abilities would be:

#### **Experience:**

Two years of counseling or crisis intervention experience. Bilingual (Spanish/English) skills are desirable.

#### **Training:**

Equivalent to a Bachelor's degree from an accredited college or university with major coursework in social work, counseling, psychology, criminal justice, or a related field.

#### **Licenses/Certifications**

**This position is included in the City's classified service, pursuant to City of Tempe Personnel Rules and Regulations, Rule 1, Section 103.**

**Job Code: 5412**

CITY OF TEMPE  
Crisis Intervention Specialist (continued)

**Salary Range: 27**

**FLSA: Exempt**